

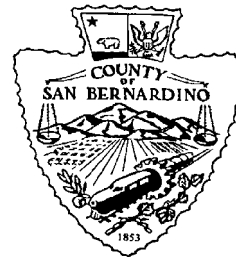
Department of Veterans Affairs

Office Locations:

175 W. Fifth Street, Second Floor, San Bernardino, CA 92415-0470 (909) 387-5516

13260 Central Avenue, Second Floor, Chino, CA 91710-4165 (909) 465-5241

12370 Hesperia Road, Suite 12, Victorville, CA 92392-4787 (760) 843-2790



Military Retiree and Annuitant Frequently Asked Questions

To Whom Should Retirees And Annuitants Address Inquiries Regarding Their Accounts?

Retirees should address questions regarding their pay to DFAS Cleveland Center:

**Retired Pay Operations
PO Box 99191
Cleveland, OH 44199-1126
1-800-321-1080
(216) 522-5955**

Survivors should report retiree deaths to the DFAS Cleveland Center's Casualty Office at 1-800-269-5170. Faxes can be sent to the office at 1-800-469-6559.

Annuitants should address questions regarding their Survivor Benefit Plan or Retired Serviceman's Family Protection Plan to the DFAS Denver Center:

**DFAS-DE/FRB
6760 East Irvington Place
Denver, CO 80279-6000
1-800-435-3396
Fax 1-800-982-8459
(303) 676-6552
Email: DFAS-DE-FRB@cleveland.dfas.mil**

Who Is Responsible For Address Change Notifications?

It is the retiree and annuitant's responsibility to notify the appropriate service center whenever their address changes. Even when pay is sent to the bank it is important to remember to keep correspondence address updated. The correspondence address is used to mail account statements, distributions from pensions, annuities, retirement or profit-sharing plans, IRAs, insurance contracts, Form 1099R, and other correspondence from the servicing center.

Retirees should notify DFAS Cleveland Center when they have a change of address:

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How does Direct Deposit affect retirees' and annuitants' pay? The Debt Collection Improvement Act of 1996 (Public Law 104-134, April 26, 1996), requires mandatory direct deposit for all retirees and annuitants living in the United States unless the recipient elects a waiver from using direct deposit.

Unless they elect a direct deposit waiver, retirees and annuitants should provide their name, address and account information on the Direct Deposit Authorization form and attach a voided check or deposit slip.

Annuitants may request a form 24 hours a day, seven days a week by calling 1-800-435-3396 or commercial (303) 676-6552 and select the option "For information on pay account".

How Do I Get Help Or More Information?

Veterans Service Representatives are available to discuss this or any veterans' issue with you. Veterans Service Representatives are available to discuss claims or any veterans' issues with you. Call your closest office for the nearest location to you:

Monday through Thursday, 7:30 a.m. to 4:30 p.m.

Victorville: (760) 843-2790 San Bernardino: (909) 387-5516 Chino: (909) 465-5241

Part time offices in: Barstow, Yucca Valley and 29 Palms.